

Informed Consent for Counseling Services and Communication

- 1. ELIGIBILITY, SERVICES, APPOINTMENT REMINDERS AND NO SHOWS:** Enrolled ISU students are eligible for counseling services and/or referral consultation. Student Counseling Services (SCS) services are provided at no-charge to the student except for minimal charges when testing is recommended. However, an appointment missed without advanced cancellation will result in a No-Show charge of \$25 being applied to your U-Bill account. This will be displayed on the U-Bill as “SCS No Show” if you do not call SCS in advance of the scheduled appointment to cancel or reschedule. It is important to provide accurate cell phone and email contact information so appointment information can be sent to you.
- 2. SCHEDULING PROCEDURES:** When you come for your initial Walk-In session, you will complete a schedule to provide as much availability for potential appointments as possible. If you are waiting for an initial appointment, that schedule will be used to match you with an appointment when one is available. You will receive notice of the appointment by email, phone, and/or text depending on the contact information you have provided. When you receive notice of an appointment, **you must call to cancel or reschedule if you cannot attend at that time.** If you plan to attend, you do not need to call before the appointment.
- 3. PRIVACY OF INFORMATION:** Both professional ethics and the law require strict procedures to keep your personal health information confidential. Under most circumstances, all information about you obtained in the counseling process (including your identity as a client) is confidential and will be released to other parties only with your expressed written consent. However, there are certain limited circumstances in which SCS may or must share relevant information about you without your consent. These circumstances include:
 - Information released to other professionals involved in your treatment to coordinate your care. This may include other professionals at SCS, or professionals at Thielen Student Health Center, or an outside medical professional involved in your treatment.
 - If you are under 18, your parents or legal guardian(s) may have access to your information.
 - Limited information to law enforcement if necessary to prevent or lessen a serious and imminent threat to the health or safety of you or another indefinable person.
 - For public health purposes such as reporting of child or elder abuse or neglect; reporting reactions to medications; infectious disease control.
 - To qualified personnel for certain types of program audits or evaluations.
 - When a court orders the disclosure in a civil, criminal or administrative proceeding, or in response to a valid subpoena.
 - As otherwise required by federal or state law.For more detailed information about the SCS privacy of information please see our **Notice of Privacy Practices** which is available as a hardcopy in the SCS waiting room or electronic copy on our website. You may also request a copy from our front-desk staff.
- 4. RISKS ASSOCIATED WITH COUNSELING:** Counseling has been proven to be beneficial for most individuals. However, counseling can have both benefits and risks and the counseling process is not always helpful. The minimal anticipated risks may include the experience of intense and unwanted feelings including sadness, fear, anger, guilt, or anxiety. While possibly uncomfortable temporarily, these feelings may be an important part of the therapy process. It is important that you discuss with your clinician any questions or discomfort you have regarding the counseling process or any behavioral changes you may be experiencing. Your clinician may be able to help you understand the experience and/or use different methods or techniques that may be more satisfying.
- 5. PROFESSIONAL CONSULTATION, SUPERVISION, AND VIDEO RECORDING:** In order to provide the highest quality services and ascribe to the highest professional and ethical standards, SCS clinical records are routinely reviewed by SCS clinical staff. To evaluate and ensure the effectiveness of services provided, your counselor may consult or receive supervision from other members of the SCS counseling staff. Additionally, counseling sessions at SCS are frequently video recorded as a standard training practice. Recordings are used only for the purpose of providing clinical supervision and training, and are accessible only by SCS counseling staff. Supervision notes and video recordings of sessions are not part of your clinical record. Video recordings are erased after use.
- 6. ROLE CONFLICTS:** To maintain ethical standards of confidentiality, SCS will not hire current or former clients for employment nor will we typically offer clinical training opportunities to current or former clients. If you are considering attending a graduate program in Counseling Psychology at ISU, please discuss this with your intake therapist.

7. **SCS AND THE LEGAL SYSTEM:** SCS does not offer forensic expert testimony or provide court mandated therapy. However, students can, and often should, seek therapeutic support at SCS as they work through a legal concern.

I affirm that I have read, understand and agree to abide by the information, terms and conditions contained in this Informed Consent for Counseling Services form. I understand that I can discuss with the walk-in counselor any questions about the information contained in this form, or any other aspect of SCS services. I hereby give my consent to Student Counseling Service (SCS) to evaluate, provide counseling services and/or refer me to others as needed.

Signature

Date

Printed Name

Date of Birth

ISUID

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